



CHUCK e. FOCUS

Week 43 – October 26, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

Restaurant	2017	2018	YOY
1. Houston FM 1960, TX #032	\$22,551	\$37,959	68.3%
2. Potomac Mills, VA #071	\$38,011	\$62,204	63.6%
3. Doylestown, PA #762	\$10,085	\$15,892	57.6%
4. North Hills, PA #544	\$14,508	\$22,143	52.6%
5. Nashville, TN #074	\$20,813	\$31,412	50.9%
6. Ann Arbor, MI #334	\$11,636	\$17,506	50.4%
7. Herndon, VA #099	\$21,509	\$31,618	47.0%
8. Dothan, AL #703	\$14,112	\$20,125	42.6%
9. Lake Charles, LA #709	\$18,864	\$26,632	41.2%
10. Richmond, VA #654	\$30,699	\$43,026	40.2%



MEET YOUR SUPPORT!



The Western Region is extremely lucky to have one of the most up-beat, enthusiastic, positive humans to represent them in Training and other initiatives! Nidal Zmily joined the Chuck E. family as a Cast Member in Oceanside, CA where he started climbing the ladder of success, moving from Manager, to GM, and then New Unit Opener where he got to open Chuck E. Restaurants in Columbia, Mexico, and Honduras. In June of 2018, Nidal got promoted to L&D Manager of the NE Region, and the rest is history! He enjoys traveling around the Western Region, supporting all training needs and initiatives including the

expert area of Gameroom and Showroom, as well as interacting with new MIT's and guiding them to the road of success. In Nidal's spare time, he enjoys going to the beach, surfing (on occasion), and eating Candy, his favorite food group! Nidal has 2 younger siblings ages 15 and 13 who are huge Chuck E. fanatics and spend all their birthdays at Chuck E. Thank you Nidal, for all you do and spreading joy and positivity across the company!



WHAT can we DO FOR YOU?



a&b moments...

Today my child who has a disability celebrated his birthday week by having lunch at his favorite place, Chuck E. Cheese's in North Charleston. I want you to know he has been coming to this location for 17 years. Today the Manager Whitney, and the front end worker Lee were exceptionally friendly and kind to my boy. They made our visit extra special in every way. If you have any recognition and bonus you can provide them for providing this exceptional, personal guest service, please do so. They more than earned it.

Southeast Region
North Charleston, SC #385
RVP Bill Eich
DM Nestor Rivera
GM Alicia Thompson
Manager Whitney
Cast Member Lee

I wanted to acknowledge your employees Dashon and Chantel for being so friendly and organized during Miles' birthday party. Dashon especially made me feel at ease and it was like a good friend there with me. She had me laughing so much, and she didn't know it at the time, but I really needed that support. My parents are divorced and don't get along, and all of them were there that day. We get along ok, but there's still tension sometimes. With Dashon and Chantel there, everything worked seamlessly, everyone played nice with each other, and Miles had an awesome birthday. They deserve big kudos on a job tremendously executed.

Northeast Region
Columbus, OH #737
RVP Chris Kelly
DM Ali Elali
GM Chantel Grooms
Cast Member Dashon

I wanted to send a 5 star raving review on our Marketing Specialist, Alexandra Fuelle. Somehow on booking our event the dates got mixed up and last minute Alexandra not only came to Foster Elementary's rescue, she made me feel like she had it all under control and everything was going to be fixed and be great. Her confidence and energy brought ease to my very worried mind. I have to say, she made our fundraiser an absolute hit. It went seamlessly and I can't thank Alexandra enough for pulling this off so wonderfully for our school and families. The children had a blast, so did the adults. Thank you, Alexandra, for your immense effort and expertise. We will absolutely hold another fundraiser at Chuck E. Cheese's and hope to have Alexandra on our side again. Fantastic guest service and communication not only from Alexandra, but also from Jonathan, the Manager at Grossmont, and the amazing staff who juggled it all with a smile.

Western Region
La Mesa, CA #405
RVP Jim Brawley
DM Patty Cedillo
GM Jonathan Benson
FMS Alexandra Fuelle

anniversaries **20+ YEARS**

25 YEARS

Steven Spillane

General Manager ~ 645

25 YEARS

Cindy Light

DM ~ Western Region

20 YEARS

Javier Moreno

Tech Manager ~ 456

20 YEARS

Perry Cimini

Senior GM ~ 781

20 YEARS

Jess Masters

Tech Manager ~ 782

20 YEARS

Haris Nezirevic

District Tech Mgr ~ 959

10 YEARS

Andrew Martinez ~ 735

Sondra Fincher ~

Sr. Admin, L&D

5 YEARS

William Easten ~ 050

Kristina Lemmi ~ 478

Esma Rahmonovic ~ 855

FAVORITE FUN WEEK 2 WINNERS!

Congratulations to the following restaurants for being the FIRST in your region to turn in an AMAZING Gift Shop Wall!

Anchorage, AK #589



San Antonio, TX #565



Largo, MD #532



Chuck E. Swag is on its way for EACH Cast Member and Manager in your restaurant!



HIGH CHAIR STICKER

High Chair Safety Stickers can now be ordered from ASB on the BOH PC using the ordering website.

This is a required item on all high chairs. Please take this opportunity to check safety of your high chairs, i.e. seat belts, buckles, feet, etc.



WARNING

High chair should only be used in upright position. Serious injury may occur if chair is used improperly. Do not use upside down for any purpose.

CHUCK E.
CHEESE'S

If you have any questions, please reach out to purchasing at

purchasing@cecentertainment.com

FAVORITE FUN

WEEK 3 CHALLENGE Team Building Week!

Get your team together and play a fun team building activity!

FAMILY IS EVERYTHING!

Want some neat ideas?

Check out this video for ideas:

The first restaurant from each region to submit a picture of their team building activity receives some cool Chuck E. Swag!

Time starts

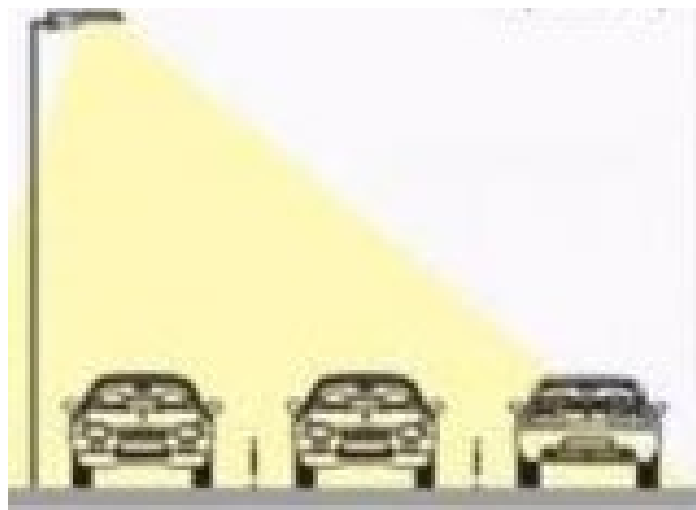
NOW!



FACILITIES

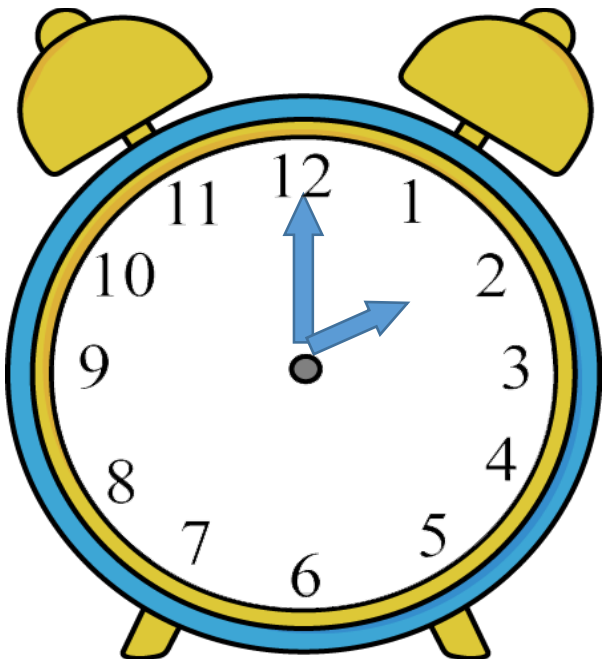
Tip of the Week:

Check exterior lights to make sure they come on at dusk



REMINDER!

Daylight Savings is Sunday, November 4th!
Remember to set all your clocks back!



CLAIM CODE



Coming Soon!

Next week, you will notice that the NPS Survey Code and the More Cheese Rewards Claim Code will be merged into one! The "forgotten card" button will no longer need to be used to issue the guest a code for the MCR visits as it will automatically be included. Expect more communication, screenshots, and new website pages soon!



IN THE COMMUNITY

Thank you to the following restaurants for participating in Spirit of Children's Hospital Visits! You brought a lot of Halloween cheer and fun to kids and families in hospitals.



Spirit Halloween and Chuck E. Cheese's appreciates your time and resources for making these hospital visits possible!

- | | |
|----------------------------|------------------------|
| Salt Lake City #120 | Baltimore #412 |
| Las Vegas #313 | Pittsburgh #544 |
| Albuquerque #332 | Phoenix #621 |
| Ann Arbor #334 | Ft. Myers #782 |
| San Bernardino #375 | Austin #951 |



80,000+ Costumes, décor, and crafts donated for hospital parties.
#MoreCowbell



CHUCK E.
LEARNING

RUBY Pin earner



Rick Balboni and Team Manchester could not be more proud of their newest Ruby Pin Earner, Kiara Roberge! In the short 2 ½ years Kiara has been part of the Chuck E. family, she has proven time and time again why she is a well sought out and requested Party Server! Kiara is always going above & beyond for every party she hosts and making sure her party parents never have to

lift a finger. She makes sure every birthday child feels special on their day and tries to make their party as personal as possible. Congratulations Kiara on your amazing accomplishment!

~ Kiara was fantastic! I had terrible anxiety about my daughters first big birthday party and she put me right at ease. She told me exactly what was going to happen and when, which made the evening flow so much better. Thank you so much for making the night so much fun for Bella! ~

~ Kiara was amazing! So nice and on top of everything. I must mention a very big thank you for allowing us to bring in allergy friendly pizza that you even baked for us. Thank you so much! ~

~ Our attendant was excellent! She was more than helpful and always smiling. Our group was all over the place, and she still managed to track me down a few times to make sure we were doing ok and to ask if there was anything she could help with. She even came out with bags for all our tickets while we were playing games. I wish every "event helper" was as kind and helpful as she was. ~

SAPPHIRE Pin earner



Congratulations to Sydney Kelly and Team Clarksville, the first in the SE Region to reach Sapphire Pin Status! Sydney has been with Chuck E. for just 2 years, and in that time she has earned her status and made her reputation well known as one of the most sought out Party Servers. Just 6 months ago Sydney claimed Ruby Pin status, and now she is ready to claim her Sapphire Pin! Sydney makes sure to keep all of her parties stress free for the parents. She provides the best service to our guests and makes every party truly special. Thank you Sydney for all you do, and congratulations on your accomplishment!

~ Sydney was very attentive and easy to talk to. She was also very kind and attended to all of our needs. ~

~ I didn't have to do anything! Sydney was absolutely great! ~

~ It was a great laid back experience and I got to enjoy my time with the birthday girl. ~



RISK
MANAGEMENT

RISK management

Tip of the Week:

Control access into the building. No vendor or service company employees should be allowed to roam the restaurant unattended.



Chuck E. Cheese Grand Re-Openings



Pensacola, FL #065



Portage, MI #327

CHUCK E. CHEESE'S

HOT JOBS

General Manager



049 ~ Lancaster, CA
320 ~ Thousand Oaks, CA
390 ~ Monrovia, CA
414 ~ Murrieta, CA
430 ~ Tampa, FL
436 ~ Clearwater, FL
600 ~ Alpharetta, GA
059 ~ Streamwood, IL
931 ~ Southbend, IN
958 ~ Des Moines, IA
457 ~ Lowell, MA

480 ~ Middletown, NJ
526 ~ Syracuse, NY
646 ~ New Hartford, NY
649 ~ Howard Beach, NY
653 ~ Yonkers, NY
872 ~ Regina, SK
074 ~ Antioch, TN
031 ~ Tyler, TX
570 ~ Texarkana, TX
343 ~ Spokane North, WA
603 ~ Appleton, WI

Tech Manager

560 ~ Mobile, AL
108 ~ Redwood City, CA
318 ~ Salinas, CA
321 ~ Newark, CA
355 ~ Valencia, CA
373 ~ Gilroy, CA
422 ~ Garden Grove, CA
444 ~ San Bruno, CA
711 ~ Superior, CO
463 ~ Waterbury, CT
759 ~ Dover, DE

954 ~ Wilmington, DE
065 ~ Pensacola, FL
420 ~ Brandon, FL
600 ~ Alpharetta, GA
345 ~ Bloomington, IL
916 ~ Fairview Hts, IL
961 ~ Topeka, KS
412 ~ Catonsville, MD
771 ~ Salisbury, MD
334 ~ Ann Arbor, MI
795 ~ Blaine, MN

649 ~ Howard Beach, NY
653 ~ Yonkers, NY
840 ~ Amherst, NY
637 ~ Greensboro, NC
450 ~ Snyder Plaza, PA
031 ~ Tyler, TX
577 ~ College Station, TX
599 ~ Longview, TX
928 ~ Midland, TX
930 ~ Beaumont, TX
056 ~ Richmond, VA

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions

Please visit <http://www.peterpipercareers.com/search-jobs.html> to review all open Peter Piper Pizza positions